

# **Embassy of the United States of America Bamako, Mali Management Notice**

**MANAGEMENT NO.: S16-072**

**DATE: August 17, 2016**

**VACANCY ANNOUNCEMENT NUMBER: 16-024**

**OPEN TO:** All interested Candidates / All Sources

**POSITION:** Telephone Operator  
FSN-05; FP-9

**OPENING DATE:** August 17, 2016

**CLOSING DATE:** August 31, 2016

**WORK HOURS:** Full-time, 40 hours per week

**SALARY:** Ordinarily Resident (OR): FSN-5 – 3,688,420 F CFA per year

Not-Ordinarily Resident (NOR) FP-9\* - US\$ 32,931 per year  
\*Final grade/step for NORs will be determined by Washington.

**ALL ORDINARILY RESIDENT APPLICANTS (See Appendix A for definition)  
MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE  
ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Bamako is seeking an individual for the position of Telephone Operator in the Embassy's Information Management Office (IMO).

## **BASIC FUNCTION OF POSITION**

The incumbent acts as the Mission Telephone Operator by providing exceptional customer service, receptionist and clerical duties. The position is responsible for maintaining all Mission records of calls, and submitting Fax transmissions. The incumbent also updates Embassy Telephone list and perform Time and Attendance record.

## **QUALIFICATIONS REQUIRED**

Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

1. Completion of Secondary school.
2. At least two experience years in a professional environment.
3. English (S/R – III/III – English proficiency) will be tested, French (S/R – III/III), and Bambara.
4. Ability to develop a good working knowledge of the structure and function of the Embassy to ensure calls are properly routed.
5. Good understanding and intricacies of long distance from Mali.
6. Exceptional customer service skills.

## **FOR FURTHER INFORMATION:**

The complete position description listing all of the duties and responsibilities may be obtained by emailing [HROBamako@state.gov](mailto:HROBamako@state.gov) to request a copy and/or by contacting the Human Resources Office: 2070- 2314/2315/2316.

## **HIRING PREFERENCE SELECTION PROCESS:**

When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

## **HIRING PREFERENCE ORDER:**

- (1) USEFM who is a preference-eligible U.S. Veteran
- (2) AEFM/USEFM
- (3) FS on LWOP\*\*

**\* IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

**\*\*** This level of preference applies to all Foreign Service employees on LWOP

## **ADDITIONAL SELECTION CRITERIA**

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply.
3. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
4. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.

## **HOW TO APPLY**

Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on [http://mali.usembassy.gov/job\\_announcements.html](http://mali.usembassy.gov/job_announcements.html). (See “For Further Information” above); **and**
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

## **WHERE TO APPLY:**

Human Resources Office e-mail address: [HROBamako@state.gov](mailto:HROBamako@state.gov)

**Please indicate the Position you are applying for in the Subject Line:** [Telephone Operator](#)

## **EQUAL EMPLOYMENT OPPORTUNITY:**

The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

## **Appendix A - DEFINITIONS**

**Eligible Family Member (EFM):** An EFM for employment purposes is defined as an individual who meets all of the following criteria:

- U.S. Citizen or not a U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support **or**
- Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Is under chief of mission authority.

**U.S. Citizen Eligible Family Member (USEFM):** A USEFM for employment purposes is an individual who meets all of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government **retirement** annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Appointment Eligible Family Member (AEFM):** An AEFM for employment purposes is an individual who meets all of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is

permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**

- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

**Member of Household (MOH):** An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under chief of Mission Authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is an individual who meets the following criteria is an individual who meets all of the following criteria.

- (1) Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; **and**
- (2) Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; **and**
- (3) Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

**Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; **or**
- Has diplomatic privileges and immunities; **and**
- Is eligible for compensation under the FS or GS salary schedule; **and**
- Has a U.S. Social Security Number (SSN); **and**
- Is not a citizen of the host country; **and**
- Does not ordinarily reside in the host country; **and**
- Is not subject to host country employment and tax laws.

**Ordinarily Resident (OR)** – An individual who meets the following criteria:

- A citizen of the host country; **or**
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; **and/or**
- Is subject to host country employment and tax laws.